

## **REQUEST FOR INFORMATION (RFI)**

### **INTRODUCTION:**

The US Patent and Trademark Office (USPTO) is conducting market research for the recompetition of USPTO's Enterprise Contact Center (ECC) (50-PAPT-8-00030) and Materials and Distribution contracts (50-PAPT-0-01003). This market research shall be conducted at **NO COST TO THE GOVERNMENT**. This announcement is a Request For Information (RFI), not a solicitation for proposals, and accordingly, no contract will be awarded from this announcement. No reimbursement will be made for any costs associated with providing information in response to this announcement or any follow-up information requests. No telephone calls requesting a solicitation will be accepted or acknowledged. There is no solicitation available at this time. Industry responses, as a result of this announcement, shall focus on providing recommendations as detailed in the following paragraph titled "INSTRUCTIONS". Information provided in the RFI may be used by the USPTO in acquisition documents.

### **ENTERPRISE CONTACT CENTER (ECC)**

The ECC is currently supported by contract 50-PAPT-8-00030 which was competitively awarded under the 8(a) program and is a Time and Material Contract with a dollar ceiling of \$14,497,291.00. The Enterprise Contact Center (ECC) is sponsored by the USPTO Executive for Customer Information Services to perform the mission-critical function of providing the telecommunication infrastructure to various contact centers throughout the organization that service both internal and external customers. The ECC team maintains, develops and tests seamless integration with other internal Automated Information Systems (AIS's) as needed.

The Enterprise Contact Center (ECC) Service Desk provides customer assistance and on-site support for customers via phone, email, using an Enterprise Asset Management System (EAMS) or in person from 7:00 AM to 5:00 PM Monday through Friday (except Federal holidays). The Service Desk provides on-call support 24 hours a day/7 days a week/365 days a year and is available for on-site support as needed and requested for weekends and Federal holidays. The Service Desk verifies holiday and weekend operational status and establishes emergency operations when necessary.

The USPTO has a critical need to relocate the ECC technology infrastructure and operations to the new Carlyle campus in Alexandria, Virginia. Relocation consists of the physical ECC move from its current location in Crystal City to the newly occupied Data Center at the Carlyle campus. This move is expected to take place in January to March 2005.

## **MATERIALS AND DISTRIBUTION**

The ECC Materials and Distribution program is currently supported by contract 50-PAPT-0-01003 that was competitively awarded under the 8(a) program and is a Labor-Hour Contract with a dollar ceiling of \$10,000,000.00. This contract supports USPTO's responsibility to provide information, products, and services to the general public and customers of the USPTO. The primary consumers of this support are the General Information Services Division (GISD), Patent And Trademark Depository Libraries (PTDL's) Public Search Services and Call Center and Marketing Services. This requirement handles the distribution of certain materials and information for other USPTO organizations associated with telephone and electronic customer service that are therefore customers of the ECC.

This contractor acts as the first point of contact for members of the public who want either general information on requirements for filing a Patent or Trademark application on the Automated Information System (AIS) or information products and services provided by the USPTO.

Members of the public seeking information may call 1 of 2 numbers for assistance (800-PTO-9199 or 703-308-HELP) whereupon the caller will interact with an Integrated Voice Response (IVR) system of menus/recorded messages. Callers will have an opportunity to leave a name and address in which to have specific information mailed to them or they may talk with a Customer Service Representative (CSR) who will answer general questions and prepare standard printed materials for mailing to the caller.

## **INSTRUCTIONS**

Businesses with the capability of providing the required services, as described above, are invited to submit, on a voluntary basis, in writing, information that addresses the following items:

1. Recommendation as to whether the ECC and Materials Distribution requirements should or should not be combined and performed under a single contract. The recommendation should contain an analysis supporting its position including, but not limited to, a listing of the advantages/disadvantages of combining these two programs.
2. Recommendation as to whether the ECC requirement should stay in the 8(a) program, whether or not it is combined with the Materials Distribution requirement.
3. A capability statement, identifying the business size/designation (e.g., small, small disadvantaged, minority-owned, 8(a), etc.) with sufficient information that demonstrates its ability to fulfill the above requirements. This capability statement should address, as a minimum, relevant company past performance (by listing past performance references that may be contacted by USPTO), relevant company experience, key personnel and brief technical approach.

4. Recommendations as to proposed performance-based service contract measures, performance incentives, best practices, contract type, and any other relevant recommendations. The USPTO is also interested in contracting approaches and strategies that allow for flexibility in terms of the work to be performed and the ability to meet changes in technology. Each recommendation shall include a discussion as to the pros and cons of the recommendation as it relates to the USPTO.

**THIS IS A REQUEST FOR INFORMATION ONLY; THIS IS NOT A PRE-SOLICITATION NOTICE. ANY SOLICITATION WILL BE ANNOUNCED AT A LATER DATE. NO OFFERS ARE REQUESTED OR WILL BE ACCEPTED AT THIS TIME.**

Responses to this RFI shall not exceed 25 pages, and standard company brochures are not desired. Questions regarding this RFI should be submitted via email to: [Chris.Hannah@USPTO.gov](mailto:Chris.Hannah@USPTO.gov). Responses to this RFI are due back to USPTO by 5:00 p.m. EST on Friday, April 16, 2004.

Responses to this RFI should be sent via email to the address above, or may be delivered as follows:

<b>Please mail all information to:</b>	<b>Or hand carry/courier to:</b>
<b>U.S. Patent and Trademark Office</b>	<b>U.S. Patent and Trademark Office</b>
<b>Attn: Chris Hannah</b>	<b>Attn: Chris Hannah</b>
<b>Office of Procurement Mail Stop 6 PO Box 1450 Alexandria, VA 22313-1450</b>	<b>Office of Procurement 2011 Crystal Drive, CPK1, Suite- 810 Arlington, VA 22202</b>

#### **SUMMARY:**

USPTO appreciates your assistance with this market research and emphasizes that this effort is for planning purposes only. Responses **will not** be treated as proposals, but may be used to create the subsequent Request for Proposal (RFP). Respondents should clearly mark any proprietary information submitted in response to this RFI.